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Patent application number 10/084,791

Response to office action summary received March 21st.

Attached are the updated items requested.

Claims reference ties to specification:

General comment on Claims: The term 'business process control mechanism' is used to broadly include business process control mechanism such as business process software and internet based business process control mechanisms, as well as any other mechanism that formalizes a business process.

These reference are provided to assist and are not meant to be all possible ties to the patent detail that may support claims.

Claim #4 part a: Answer codes explained in specification on pages 39-40.

Claim #4 part b: On pages 39-40.

Claim#5 part a: Answer codes explained in specification on pages 24-26.

Claim #5 part c: On pages 30-32.



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depending on the specific software implemented. Twenty-three months is the average implementation time. (Meta Group—www.metagroup.com)

Ninety percent of ERP implementations end up late or over budget. (Standish Group—www.standishgroup.com)

The failure rate for customer relationship management CRM software projects will rise from the current 65% to over 80% by mid-2003. (Gartner Group—www.gartner.com)

Successful companies gain an edge on their competitors based on their ability to anticipate and plan for innovation with information technology. Picking the right combination of technologies, products and methods can result in market leadership and sustainable competitive advantage; picking the wrong ones can result in losing valuable time, and in some cases, complete failure. (Key IT Trends for 2002, Giga Information Group—www.gigaweb.com)

The current condition of business software in a typical mid-size and smaller company is demonstrated in FIG 2. A sample firm starts with 1000 requirements **155** (FIG 4). Initially, current EAS reasonably meets 820 requirements **155** (FIG 4) for an 82% potential score as shown on the system potential line **116** (FIG 2). The sample firm is using 500 requirements **155** (FIG 4) for a 50% utilization score as shown on the system usage line **117** (FIG 2). The difference between the system potential line **116** (FIG 2) and the system usage line **117** (FIG 2) represent requirements **155** (FIG 4) that are not being used that the current EAS systems can achieve through some legitimate means. The system potential line **116** (FIG 2) will fall as innovations in business process improvements and new EAS options result in new requirements **155** (FIG 4), which causes existing EAS systems to become less effective and obsolete over time. The system utilization line **117** (FIG 2) will fall at about the same rate as